

INSIDE IPI

www.iaprisonind.com Fall 2013

IPI STAFF TRAINING MEETING: BUILDING BRIGHTER FUTURES

On October 4, 2013, Iowa Prison Industries held an IPI Training Meeting for all staff at the new Iowa State Penitentiary in Fort Madison. After IPI employees were welcomed by DOC Director John Baldwin and ISP Warden Nick Ludwick, IPI Director Dan Clark presented highlights from last Fiscal Year. Throughout the day, several speakers spoke about the importance of IPI's work training programs to our customers, the offenders, the DOC and the citizens of Iowa.

Thomas Phillips, who serves on the Board of Parole and the IPI Advisory Board, reminded IPI staff how important IPI is to the offenders we train. With the assistance of two offenders from ISP, IPI employees learned that the most important things that offenders gain from employment at IPI are intangibles like self respect, responsibility and respect for others. It was a great reminder for all IPI employees of the importance of our program.

Three staff members from Iowa State University's Department of Residence – Roger Sebring, Roger Graden, and Rich Garrey – each briefly talked about how the relationship between IPI and ISU has evolved over the years and how they receive high-quality products and exceptional service year after year.

IPI employees learned that the most important things that offenders gain from employment at IPI are intangibles like self respect, responsibility and respect for others.

Michael Lewis, Institutional Team Leader from Shive-Hattery Architecture, Inc., spoke about the technologically-advanced yet sustainable design of the new Iowa State Penitentiary. His discussion was a great precursor to the tour of the penitentiary given by ISP staff Rebecca Bowker, Deputy Warden Mark Roberts, Corey Stephens and IPI staff Bryan Koechle.

The day ended with an introduction of IPI's new logo, tagline and brand promise by IPI Sales & Marketing Director Bob Fairfax and Marketing Manager Ann Baughman. The new logo more effectively communicates IPI's core mission of Building Brighter Futures for Iowa's offenders.



IPI extends a big "Thank You" to Iowa State Penitentiary for opening their doors to IPI for this meeting. ISP staff provided A/V equipment, coffee, refreshments, lunch and tour guides for the meeting. The hard work by a variety of ISP staff including Julie Johnson, Chris Tripp, Shelley Mershbrock, Darrell Sutton and Leonard Harvey was vital to the success of the meeting. Thank you!

Please see photos from the meeting throughout the newsletter.



DAN CLARK - IPI Director

THE QUIET CRISIS

Like many organizations in Iowa and across the United States, Iowa Prison Industries will soon confront a wave of employee retirements.

Consider that as of FY12:

- The average length of service for IPI team members was 16 years.
- 26% of our total workforce was eligible for retirement within the next five years.
- A whopping 73% of IPI team members was age 45 or older.

To ensure that IPI continues to provide effective work training programs for offenders, we have to prepare ourselves for the large number of colleagues that will soon leave us. Our senior employees have skills, knowledge

and experience that will be difficult or even impossible to replace.

What we do works, and what we do matters. Work training reduces recidivism.

But we can't just wring our hands and worry. There's work to be done in getting ready, most notably defining what our organization will look like in the years ahead, and then developing our employees in order that they can fill these roles. We can't rely on filling all of our most skilled positions from the outside, because the aging workforce is happening everywhere. As they say in baseball, we have to look down our bench.

The process is often termed succession planning or succession management, and hinges on an effective definition of what our organizational needs will be in the future. In order to thrive, we can't simply replace retirees person-for-person,

but instead must use the opportunity to redefine ourselves as a dynamic and forward looking enterprise.

What we do works, and what we do matters. Work training reduces recidivism. IPI programs make for a safer and more secure Iowa. And so, we will strive to do more of it. Now let's figure out what organization is needed to do that.

As a side note, I would like to personally thank Greg Hart for his leadership in addressing this issue. Greg supervises several areas that will be directly affected by upcoming retirements, most notably Signs, our largest single product line. Greg has been instrumental in detailing what the situation will mean for his team at Anamosa.

Thanks Greg, and thanks to the entire IPI team for what you do, every day, to make Iowa a better and safer place.

-Dan

Sales & Marketing

IPI-CABINS FOR CAMPERS PROJECT, CAMP SUNNYSIDE

IPI worked with the Easter Seals Iowa organization and specifically Camp Sunnyside to provide much needed products for the “Cabins for Campers” project this summer. IPI donated 90 beds for campers and 26 bunk beds for staff and counselors. In addition, we also donated the mattresses for all these beds. The beds were specifically designed to accommodate the special needs of the campers and were manufactured from CAD design to finish by our offender workers in our plants.



helped bridge the gaps on the installation so that Easter Seals could meet its very tight deadlines on this project.

IPI also manufactured lockers for the rooms that can be used to store camper’s personal belongings in a safe place. These were also specially designed for this facility for their specific requirements. Additionally, IPI staff

Our hats are off to all IPI staff for pulling off another fine charitable project with the community and providing a “helping hand” to those who deserve an experience like this camp provides.

CUSTOMER SPOTLIGHT: NORTH LIBERTY PUBLIC LIBRARY

IPI is putting the finishing touches on a new addition and remodel to the North Liberty Community Library. This has been a great project for us as it has utilized every plant for building new furnishings and repurposing existing furniture.

truly welcoming and unique experience for its library patrons.



The North Liberty Community Library features a new shelving line from Metal Furniture (above) and the new Alexander Chairs from Panels & Seating (below).

The project consisted of two phases. In the first phase we built all new shelving and furniture for the new addition. Once that was in place we removed the old wood shelving from the existing library. All of this shelving went to Anamosa Custom Wood where we cut it down from 80” tall to 60” tall, refinished all the wood, and added new end panels to match the new addition.

We also had the opportunity to build tables and benches from the gym floor taken out of the attached Recreation Center. Librarian Dee Crouner wanted every painted line and every scuff left just as it was. The tables have been a big hit and a great way to salvage wood that would have been thrown out.



We would like to thank Librarian Dee Crouner and assistant Librarian Jennie Garner, as well as the entire library staff, for working with us to make the North Liberty Community Library a



Left to right: Roger Sebring, Rich Garrey and Roger Graden

RRR... OUR FAVORITE BATTLE CRY

No, we are not pirates or shipmates on the sea, but at IPI the guys in the picture above and the institution they represent might as well be family to all of us. Roger Graden, Rich Garrey and Roger Sebring of Iowa State University represented the Iowa State University’s Department of Residence at our company meeting on October 4th in Fort Madison. They talked about the summer and overall relationship with IPI and how we are performing as a vendor to ISU and their needs. They provided insight, specific examples of the benefit and service we provide to them, and how we perform on a daily basis.

ISU saw record enrollment this fall and is now the largest university in Iowa; ISU and IPI had to work extra hard this summer to provide living quarters for all those students. ISU continues to lead the way in providing meaningful work opportunities for our staff and offenders, and to challenge us with new opportunities for the future. IPI thanks ISU for their contribution to our program and the future endeavors that we will tackle together.

Next time you see them, of course the proper response would be “RRRRRRRRR”. Thanks guys!



Custom table made from recovered gym flooring.

Business Office

FINANCIAL STATEMENT SUMMARY Fiscal Year to Date September 2013

*As of September 30, 2013	MTD SALES		YTD SALES		CHANGE	
	FY-2014	FY-2013	FY-2014	FY-2013	\$	%
ANAMOSA						
License Plates	123,440	133,073	406,595	426,046	(19,451)	(4.6) %
Sign	273,643	250,323	886,687	970,251	(83,565)	(8.6) %
Graphic Arts	35,967	62,551	123,827	142,499	(18,672)	(13.1) %
Housekeeping/ Laundry	23,403	38,710	103,050	128,161	(25,110)	(19.6) %
Filters	35,280	45,934	93,823	103,453	(9,630)	(9.3) %
Metal Furniture	335,570	266,958	1,184,779	1,093,595	91,185	8.3 %
Custom Wood	58,160	36,537	782,521	249,800	532,721	213.3 %
Braille	10,510	26,492	83,435	104,132	(20,697)	(19.9) %
Rockwell City Oper.	105,346	10,390	133,911	50,351	83,560	166.0 %
ANAMOSA TOTAL	1,001,318	870,969	3,798,627	3,268,286	530,341	16.2 %
FT MADISON						
Furniture	305,320	54,794	3,192,978	1,845,542	1,347,436	73.0 %
Textile	32,591	25,346	52,289	35,410	16,878	47.7 %
Tourism	5,440	5,826	19,708	22,621	(2,913)	(12.9) %
FT MADISON TOTAL	343,350	85,965	3,264,974	1,903,573	1,361,401	71.5 %
MITCHELLVILLE						
Panels & Seating	233,025	127,656	590,687	557,957	32,730	5.9 %
Housekeeping/Chemical	29,828	47,566	128,736	153,715	(24,980)	(16.3) %
Textiles	34,620	78,515	108,033	198,922	(90,889)	(45.7) %
Plastics	50,607	43,011	132,647	138,659	(6,012)	(4.3) %
MITCHELLVILLE TOTAL	348,080	296,749	960,103	1,049,254	(89,151)	(8.5) %
DES MOINES						
Textile Services	2,261	252	10,074	357	9,717	2721.8 %
Federal Surplus	9,107	11,770	33,172	16,749	16,423	98.1 %
Moving & Install	41,003	22,182	142,175	110,776	31,399	28.3 %
DES MOINES TOTAL	52,370	34,204	185,421	127,882	57,539	45.0 %
NOVELTIES	72	487	300	995	(695)	(69.8) %
TOTAL W/O CANTEEN	1,745,190	1,288,373	8,209,426	6,349,990	1,859,436	29.3 %
CANTEEN	388,029	333,451	1,246,912	1,112,998	133,914	12.0 %
TOTAL W/ CANTEEN	2,133,219	1,621,824	9,456,338	7,462,989	1,993,350	26.7 %
LESS ELIMINATION OF ID SALES	62,355	36,343	193,480	152,395	41,085	27.0 %
GRAND TOTAL	2,070,864	1,585,481	9,262,859	7,310,594	1,952,265	26.7 %

SALES REPORT CARD

YTD CUSTOMER SATISFACTION CARD RESULTS <i>(July 1, 2013 - September 30, 2013)</i>				RECENT NEW CUSTOMER/NEW PROJECT ORDERS <i>(For a complete list contact the Des Moines office)</i>		
	EXCELLENT	GOOD	BELOW AVERAGE	CUSTOMER	PRODUCTS	SALES
Sales Representative Knowledge	90.7%	9.3%	0.0%	Marion Police Department	New Building Furniture	\$149,000
Timeliness of Delivery	83.0%	15.1%	1.9%	West Des Moines CSD	Modular Furniture	\$119,899
Delivery Service	90.4%	9.6%	0.0%	Wilson Island Park	Outdoor Furniture	\$73,480
Quality of Goods	90.7%	9.3%	0.0%	Van Horne Library	Library Furniture	\$53,653
Value for Money	92.3%	7.7%	0.0%	Antioch Baptist Church	Pulpit Furniture	\$22,330
Questions/Problems Handled Promptly	97.7%	2.3%	0.0%	Cherokee CSD	Classroom Furniture	\$21,308
Average	90.6%	9.1%	0.3%	United Protestant Church	Pew Refinishing	\$13,830
	YES	NO	MAYBE	City of Van Horne	Office Furniture	\$12,705
Would you recommend us to others?	100.0%	0.0%	0.0%	North Liberty Recreation Dept.	Office Furniture	\$10,650
				Hartley Museum	Displays	\$2,180
				Mercy Speech Clinic	Tables	\$1,373

Mitchellville

PANELS & SEATING FINISHING INSTITUTION ORDERS

The two new correctional facilities are our biggest customers right now in the Panels & Seating department.

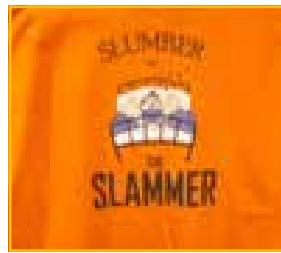
The Iowa State Penitentiary purchased 575 chairs in 5 various styles: Ithaca Ultra, Cheyenne, Pilot, Snap, and Revelation. The Iowa Correctional Institution for Women ordered office cubicles and 1,190 chairs in 5 various styles: Piretti, Flexback and Ithaca Ultra office chairs as well as Alexander and

Bryant lounge furniture. Some items are still in progress, but most of the chairs are built and put together. The process starts with the parts coming in, next the fabric is cut and glued to the foam and upholstered, and then final assembly takes place. During the production process, lots of pulling and tugging and using staple guns takes place, and it results in some sore arms and hands. There is a great group of offenders in this department that endure the hard work and ensure quality products go out the door.

SLUMBER IN THE SLAMMER

Iowa Correctional Institution for Women broke ground on its expansion in July of 2010 and now three years later is offering a night in the new facility to see and experience what it is like to be "incarcerated". Incarceration begins at 4pm on November 16, 2013, and parole is at 9am the following day. All money raised will help support the Mitchellville Elementary School. The price for the overnight stay is \$55. The registration fee includes a SLUMBER IN THE SLAMMER T-shirt, prison toothbrush, toothpaste, shampoo, ink pen, prison ID card, two institutional meals and the opportunity to participate in actual prison activities; you will sleep in a "real prison cell."

This is for the brave and daring who want to know what it is like inside a prison. What do you eat, wear? Can you see outside?



What are the guards like? Is there any privacy? Lots to think about and experience! There is only room for 120 people, so sign up soon.

Iowa Prison Industries will be garment printing the t-shirts for the participants.

PLASTICS: NOT JUST YOUR BASIC TRASH BAGS

The Plastics division continues to produce specialty bags with custom imprints for the cities of Dike, Grinnell and Monticello. The Department of Transportation also purchases a custom imprinted bag that is used at rest stops, parks, and clean-ups.



Another non-typical product line is biodegradable trash bags. Customers like Waterloo Community Schools are leading by example by using biodegradable trash bags in their facilities. Prices are competitive with non-biodegradable plastics.



PILOT LINE EXPANSION

The Pilot 24/7 Chair has proven itself as a long-lasting chair in correctional facilities and other locations that are open around-the-clock. However, the chair is designed with oversized dimensions to accommodate users with holsters as well as big and tall users. Mitchellville and the Sales Team are excited to expand this line to include the new Pilot Task Chair and Pilot Stool. Both of these products feature standard dimensions to provide 24/7 quality for more users.



ROAD TRIP TO MINNCOR

Recently Mitchellville staff visited Moose Lake, Minnesota, to meet with the staff of MINNCOR, Minnesota's equivalent to IPI. The shops visited were located in a men's facility and included print making, packaging and textiles.

It was an important trip that provided our staff with great ideas to increase production in our textiles department.

MINNCOR's textiles department produced similar items to IPI. The goal was to take away new ideas and tools to use to make our production more efficient in Mitchellville. It was an important trip that provided our staff with great ideas to increase production within our textile department. The staff is looking forward to implementing the new ideas in the upcoming months and enjoyed connecting and creating a relationship with a parallel company to IPI.

Fort Madison

CABINETRY PRODUCTION REACHES NEW HEIGHTS

IPI-Fort Madison produced a record 2,807 cabinets in FY2013. This more than doubled last year's production of 1,264 cabinets in FY2012.

IPI-Fort Madison had the opportunity to collaborate with ISU on supplying cabinets for the six new Fredrickson Court Apartments scheduled to open in 2013. Each building consists of three floors with ten apartments per floor. In addition to the kitchen and bathroom cabinets, Fort Madison also provided linen closets along with the dorm furniture in each building.

IPI-Fort Madison continues providing quality cabinets for Iowa Habitat for Humanity Affiliates. The cabinets are handcrafted, with solid red oak face frames. Tongue and groove joints are utilized throughout for added strength. Interiors are composed of architectural grade super-ply Baltic Birch. Drawers are Baltic Birch with dovetail joinery both front and back for greater strength and durability. European style hinges are used for a concealed modern look.

In addition to our cabinets, IPI-Fort Madison produced and delivered 10,264 pieces of dorm furniture this summer for Iowa State University, University of Iowa, University of Northern Iowa, Iowa Western Community College, and Grand View University.



Sample Habitat for Humanity cabinets



Iowa State University Fredrickson Court cabinets



Dorm furniture stacked and awaiting delivery

TIME OF SERVICE AWARDS



Supervisor Jeff Bailey (left) receives his 10-Year Service Certificate from Plant Manager Becky Munoz.



Technician Steve Anderson (right) receives his 5-Year Service Certificate from Supervisor Jeff Bailey.

STAFF MEETING: CANDID PHOTOS



SHOP SPOTLIGHT: GRAPHIC ARTS

This month's spotlight is the Graphic Arts division.

First we would like to start with Bill Janssen. Bill came to IPI from the printing industry in 1988. After a successful career with IPI, Bill decided to retire on April 26, 2013. With 38 years in the print industry (25 with IPI), Bill leaves big shoes to fill.

We welcome Jeff Whitson to IPI. Jeff started with IPI on July 8, 2013, and comes to us with 18 years of experience in the printing industry. Now that Jeff has successfully completed the DOC pre-service training, he is eager to jump in and help the work program. Jeff and his wife Elly have two children. His initial impression is that there are a lot of talented people producing a lot of different products here at IPI. Jeff worked at a printing operation in Cedar Rapids for the last 18 years with the last six years being a department supervisor in the press room.

Welcome Jeff and glad to have you on board.

The print industry has been changing and the Graphic Arts division is working to meet the challenges for today and in the future. As technology is changing rapidly, the challenge is to migrate our work program to allow our customers that continued quality and service they expected in the past. Senior Technician Al Stecher and Supervisor Greg Hart round out the production team.



Production Coordinator Jeff Whitson is the newest addition at Anamosa.



Bill Janssen (left) is presented a custom clock as a retirement gift by Supervisor Greg Hart.

SHOP & STAFF HIGHLIGHTS

▶ Teresa Engelbart and Greg Hart attended the University of Northern Iowa Trail Summit on June 14 to highlight what our sign shop and IPI can offer.

▶ Mike O'Brien and Al Reiter set up a display for the National Conference of State Park Directors on September 3-5 in Dubuque, Iowa. In addition to some of our commonly used products in parks such as fire rings, boat docks and picnic tables, we also highlighted our trail signage, cleaning products and uniforms.

▶ IPI attended the Snow Plow "Rodeo" at the state fairgrounds in Des Moines on September 12. Several of the attendees that had used our new equipment refurbishing services at Rockwell City gave positive feedback on the value and quality of items they had done.

▶ Darcy Austin took retirement on September 26, 2013. Darcy started on June 2, 1980. We wish Darcy well.

▶ RD Oppelt has left IPI on September 27, 2013, for other job opportunities. We wish RD well in his new job and thank him for his work and time spent with IPI.

▶ Several staff participated in this year's ASP annual memorial tournament held at Fawn Creek Golf Course in Anamosa. Chris Guy, Tammy Luchtenburg, Amy Lacy and Bob McGrew won this year with a score of 4 under par for the 9-hole tournament.

STAFF MEETING: GUEST SPEAKERS



IPI Advisory Board and Parole Board Member Thomas Phillips



Michael Lewis, Institutional Team Leader from Shive-Hattery Architecture, Inc.



Rich Garrey, Roger Graden and Roger Sebring from Iowa State University



ISP Warden Nick Ludwick and DOC Director John Baldwin

Newton

CANTEEN INTRODUCES NEWSLETTER



To better communicate with our customers – Iowa's offenders – the IPI Central Canteen now distributes a monthly newsletter with customer purchases.

The first edition of the IPI Central Canteen Newsletter was distributed in August 2013. Each edition of the newsletter contains several recurring columns. A few of the columns are "Soon to be Discontinued Products," "Inmate Recipes," "Games," and "Fun Facts." Other columns may provide details on shoes, CDs, streamlining orders, out-of-stock statistics, healthy eating, price changes, spotlighted items, etc.

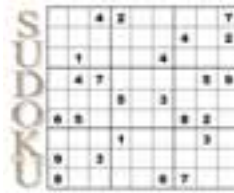
The "Soon to be Discontinued Products" column informs customers of products that will soon be discontinued. Price reductions are also

listed here. In August, we featured a slow-selling product that was soon to be discontinued. We realized a 500% increase in sales for this item the week after the newsletter was distributed.

It provides the offenders an opportunity to provide comments and suggestions to improve our business.

Offenders at all Iowa institutions are encouraged to submit recipe ideas to the newsletter. The September "Inmate Recipes" column has a recipe supplied by an offender at Fort Dodge. These recipes are made from products that are advertised and sold through the IPI Central Canteen.

A little fun is provided in the newsletter with two columns. The "Games" column provides a variation of games, such as Word Search, Sudoku,



Crossword, etc. Each month, a new game is provided. The "Fun Facts" column provides the same type of interesting facts that are displayed in this newsletter.

The "FAQs" column shows Frequently Asked Questions from our customers. We display their questions and provide detailed answers. These FAQs are generated from customer comments and suggestions that are supplied to us using the back of the newsletter.

The back of the newsletter is formatted like a "kite." It provides the offenders with an opportunity to provide comments and suggestions to improve our business. It also provides a rating system, allowing customers to rate several categories of our business on a grading scale.

Category	1	2	3	4	5
Product Quality					
Service					
Price					
Availability					
Overall					

ANNUAL COOKOUT

The IPI Central Canteen annual cookout was held on August 2, 2013.

Chad Squires thanked everyone for working hard throughout the year.



The great food and ice-cold refreshments provided relief from a hot day.

CANTEEN KIOSK UPDATE

In the last newsletter, we announced a new system that would allow offenders to view the canteen catalog and place orders on kiosks. We are happy to report that all Iowa institutions are now using the kiosks.

Offenders housed in special housing units who do not have access to the kiosks will still submit their orders using bubble sheets.

To provide a better understanding of our operation, we will be featuring a column beginning with the next newsletter spotlighting specific areas of the IPI Central Canteen.

Des Moines

IPI RUBIK'S CUBE

Robert Mesecher and Dan Crook tackled a new product line installation at the West Des Moines Learning Center the first two weeks of September. This new product, HON® Abound™, is a new product to Iowa Prison Industries. This product, has ten times the parts and pieces as other IPI modular systems. It was a new experience to Bob's and Dan's crews. From the packaging from the manufacturing plant to the installation of the thousands of pieces, it was a great experience that was learned by staff and offenders alike.



“A pessimist is one who makes difficulties of his opportunities and an optimist is one who makes opportunities of his difficulties.”
– Harry Truman

ON THE LIGHTER SIDE

Make sure to jot down these upcoming birthdays so you can make sure they have a great day!

November

- 2 – Jim Conmey (AN)
- 3 – Pat Fowler (AN)
- 22 – Don Chapman (AN)
- 26 – Tim Diesburg (AN)
- 28 – Julie Nassif (Farms)
- 30 – Rod Schlee (AN)
- 30 – Al Stecher (AN)

February

- 1 – Kim Zimmerman (AN)
- 2 – Cindy Reck (AN)
- 7 – Ruthie Mosser (AN)
- 15 – Dan Crook (DM)
- 19 – Pete Quackenbush (AN)
- 21 – Jed Kinion (Farms)

December

- 1 – Wayne Schilling (AN)
- 15 – Dave Reidner (FM)
- 16 – Al Reiter (AN)
- 17 – Tony Ellison (FM)
- 30 – Bob McGrew (AN)

January

- 16 – Deanna Cross (NW)
- 22 – Dale Schwickerath (NW)
- 26 – Scott Klinefelter (DM)
- 27 – Mike Lynch (Farms)
- 30 – Kevin Peterson (DM)
- 31 – Lennie Miller (AN)

Please submit any personal news you would like included in the IPI Newsletter to your plant manager or to Ann Baughman at the Sales Office.

